



Code: 1728

Family: Planning and Urban Development
Service: Administrative
Group: Statistical, Technical, and Analytical
Series: Statistical

CLASS TITLE: SENIOR INFORMATION ANALYST

CHARACTERISTICS OF THE CLASS

Under general supervision, class is located in the city's central Information Technology Department and is primarily responsible for performing complex, data analysis to support various information requests, and performs related duties as required

ESSENTIAL DUTIES

- Receives, reviews and prioritizes internal and external information requests (e.g., e-discovery, freedom of information, investigative) for electronically stored data, images and documents
- Follows established guidelines and requirements in validating requests for information and consults with the Law Department to ensure conformity with business requirements and guidelines
- Tracks and manages information requests from various sources and ensures expectations and deadlines are met
- Meets and works with internal staff to resolve technical problems
- Extracts, indexes, merges and manipulates large and multiple data sets into database sources
- Performs technical and analytical functions using electronic software tools
- Performs quality reviews and validates converted information in preparation for database creation
- Analyzes and makes redactions of privileged and non-relevant information
- Converts data and images into various formats
- Prepares tables, charts and graphs and forwards information to requestor
- Summarizes findings and prepares narrative reports to explain data results
- May conduct literature reviews and policy research, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree, plus one year of work experience in data analysis/management OR one year of work experience performing fact finding research, analysis and reporting, or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- electronic file systems and storage technologies
- data collection and preservation principles
- research methods and procedures

Some knowledge of:

- applicable computer software packages

Knowledge of applicable City and department policies, procedures, rules and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

Other Work Requirements

- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems

- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
November, 2013